

Mitel Performance Analytics

Available with Mitel Premium Software Assurance
for MiCloud Service Providers

Key Benefits

- Faster problem resolution
- Grow revenues and reduce churn
- Reduce operational costs
- Maximize IT resources
- Deployed in the service provider's data center
- Available as part of MiCloud Business for Service Providers

Why MPA?

- Intuitive, multi-tenant data rich dashboards
- Comprehensive testing tools
- Network diagram integration
- Reporting tools that add value



Manage Churn with Service Quality

Service quality is a strategic requirement for service providers managing today's cloud-hosted business communications networks. Available as part of MiCloud Business for Service Providers, Mitel Performance Analytics (MPA) monitors and manages these networks on a 24/7 basis, delivering alarms and tools to resolve performance problems quickly and cost-effectively. The outcome for service providers is less churn and reduced operational costs.

Network Insight and Performance Monitoring

Mitel Performance Analytics gives deep visibility into Mitel UC performance by monitoring the status and performance of Mitel and third-party systems in the network.

Proactive UC network performance monitoring assesses voice quality as well as overall system and individual application performance.

NETWORK DIAGRAMS

Visualize the source of a voice quality problem on a Visio network diagram uploaded by the MPA user. Quickly gain insight into which device is experiencing issues and what is causing the problem.

Advanced UC Network Testing*

Run scheduled and on-demand synthetic call tests to quickly pinpoint performance problems with diagnostic tools customized to voice and video. Supported test include: SIP Call, MTR, SIP Registration, External Call. *Included in MPA Plus

Mitel Premium Software Assurance

Know immediately when a voice quality problem is occurring, resolve problems quickly before they affect end users and elevate your overall network quality with Mitel Performance Analytics, included with your Premium Software Support and Assurance package.

IPT USER DASHBOARDS*

View data for each user, including voice quality for each call. Dashboards display data by user including:

- Name, directory number
- Services and groups
- Voice quality by call
- Alarms for user

SECURE REMOTE ACCESS AND SINGLE SIGN-ON

Easily access network devices anywhere in the world, for more efficient troubleshooting and maintenance.

- No VPN required and single click access to monitored devices.
- Integrated web-proxy server for remote access
- Single sign-on for fast access to MiVoice Business
- Authenticated and encrypted with SSL, SSH and HTTPS.
- VMWare ESKL and 2 Factor Authentication for added security.

UCScore

MPA users have access to [UCScore.com](#), a network site qualification tool.

- Web-based – no software installation.
- Specialized for UC.
- Tests network fitness for a UC deployment
- Know when more network capacity is needed.

REPORTS AND QUICK QUERIES

Reports demonstrate network and device performance, improving capacity planning and trend identification.

Container-Level Reports

- Performance and availability of devices over reporting period
- Reports by container or by device
- PDF format, delivered via email, includes preview and archive
- Monthly, weekly or on-demand

Quick Queries

- Retrieve key data, delivered in .csv format
- Optional pie chart and pivot table displays

Analytics and Advanced Reporting

VOICE QUALITY CAUSE VISUALISATION

Voice quality correlation graphs point towards the cause of a problem allowing you to spot trends and identify root cause. Detailed voice quality reports help quickly identify and assess voice quality. Voice quality reports include:

- A high level VQ score of a specific device or container.
- Isolated factors that could affect or impact the VQ score.

TRUNK TRAFFIC AND MICOLLAB AWV UTILIZATION REPORTS*

- Know when more capacity is needed for better performance.
- PDF reports are easily downloaded and shared.
- See usage reports for audio, web and video to ensure performance.

ADVANCED INVENTORY REPORTING*

- Create custom reports with key inventory data.
- Report templates can be saved, and downloaded.

[mitel.com](#)

Management Functionality

Simplify common management & administration operations with Mitel Performance Analytics.

DEVICE OPERATIONS SCHEDULER

Schedule key operations for single or multiple devices.

Schedulable Maintenance Mode

- Configure and schedule maintenance mode for greater flexibility when devices are out of service, avoiding unnecessary alerts.

Backups and SMDR Collection*

- Scheduled or on-demand backups, for single or multiple MiVoice Business or MiVoice MX-ONE systems.
- Scheduled or on-demand SMDR collection, for single or multiple MiVoice Business, MiVoice MX-ONE or MiVoice Office 250.

FLEXIBLE ALERTING

Real-time alerts provide timely, actionable data on network issues, so problems are resolved more quickly.

- Custom alarm filters help manage service level commitments while schedulable alarm filters automate the process.
- Flexible alarm management allows you to decide how and when you receive alerts to reduce alarm fatigue.
- MPA has three types of alarms, device, threshold and system alarms give you control on the type of alarms are seen and actioned.
- MPA listens for incoming Emergency Response SNMP traps.

DEVICE DISCOVERY

Whether you're licensing one device or one thousand, MPA makes it simple - making it ideal for managing large, multi-node Mitel networks.

Device Discovery : MPA scans the network and discovers devices, speeding the set-up process.

System Configuration Wizard : Simplifies system set up and onboarding/licensing of new devices.

Feature	MPA	MPA PLUS
Deployment Options	Cloud/Premise	Cloud/Premise
Device Support	Mitel	Mitel & Third Party
Trunk/Route/Gateway Utilization	✓	✓
Remote Access/Single Sign-on	✓	✓
Testing Tools	✓	✓
Alarms & Alerts	✓	✓
Reports & Queries	✓	✓
Backups & SMDR Collection	x	✓
Group Operations Scheduler	x	✓
IPT User Dashboard	x	✓
Inventory Reports	x	✓
Advanced User Operations (AUO)	x	✓
Set & Extension Inventory	x	✓
Advanced UC Network Testing	x	✓

*Advanced Operations for MiVoice Business


Powering connections